KASPER-Kentucky Online Gateway Integration User Guide

Live Date: April 30, 2019

Cabinet for Health and Family Services
Office of Inspector General

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Document Purpose

The Kentucky All Schedule Prescription Electronic Reporting System (KASPER) is Kentucky's Prescription Drug Monitoring Program. KASPER is housed in the Office of Inspector General in the Cabinet for Health and Family Services (CHFS).

The cabinet has implemented a single sign-on application for access to its systems including KASPER. The new single sign-on system is the Kentucky Online Gateway or KOG. This user guide is intended to help KASPER users transition from using the existing KASPER access portal, to accessing KASPER via the Kentucky Online Gateway. This guide should be used by all KASPER users who desire to continue to access KASPER after the KOG implementation date of April 30, 2019.

This user guide provides information on the following:

- Creating and logging into a Kentucky Online Gateway (KOG) account.
- The onboarding process to connect your KOG account to your existing KASPER account, or to a new KASPER account if you are a new KASPER user.
- The process by which prescriber and pharmacist master account holders can add delegates to their accounts.

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1 Registration Requirements

1.1 *Registration Requirements*

- All users of KASPER must establish a unique and personal Kentucky Online Gateway (henceforth KOG) account no later than April 30, 2019. An existing KOG account may be used for KASPER access. If a user already has a KOG account, there is no need to create a new KOG account.
- Once a KOG account has been established, existing users of KASPER must then associate their KOG account with their existing KASPER account to continue to access and use KASPER.
- New KASPER users (those who do not currently have a KASPER account) must establish a KOG account in order to create a new KASPER account.

1.2 *Account Security*

- Each individual who will use KASPER must obtain his or her own KOG account, and agree not to share login credentials with others.

2   Kentucky Online Gateway Account Registration

> ***Important: It is recommended that you establish a KOG account prior to the go live date. However, before the KOG integration go live date, you will not be able to do anything other than create your personal KOG account. You will continue to access KASPER via the existing portal, and KASPER will not appear as a selection option in KOG until the go live date.***
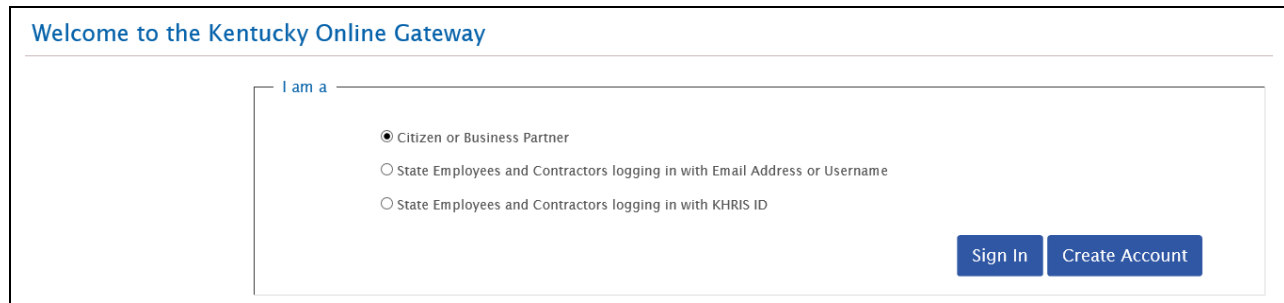
2.1 Creating a KOG Account

You only need to create a KOG account one time, and only if you do not already have a KOG account. To request your KOG account you must complete the KOG user registration process. Each user must have a unique e-mail address to complete the registration process. KOG will support unique email addresses provided by a free email services such as Gmail. Please note that the email address you use to register with KOG will become your KOG login ID.

> **IMPORTANT:** *If you already have a KOG account, you do not have to create another one. Instead, on or after the KOG integration go live date of April 30, 2019, follow the KASPER Onboarding Procedure in Section 3 of this user guide. Please note that you will not be able to complete the onboarding process until on or after April 30, 2019.*

2.1.1 Browse to the KOG Website

Make sure your web browser is updated to the latest version. In your web browser, go to https://KOG.chfs.ky.gov/home, select **Citizen or Business Partner** and click the **Create Account** button.

Welcome to the Kentucky Online Gateway

I am a

◉ Citizen or Business Partner

○ State Employees and Contractors logging in with Email Address or Username

○ State Employees and Contractors logging in with KHRIS ID

Sign In   Create Account

2.1.2 Complete Account Profile Information

Complete the fields on the **User Profile Form.** You must complete the required fields that are marked with an asterisk (*****). You will receive an error message if you do not complete all required fields.

Please complete your Kentucky Online Gateway Profile

ℹ If you already have an existing Kentucky Online Gateway (KOG) Account, please click here to reset your password OR click on the **Cancel** button below to log into your account.

Please fill out the form below and click **Sign Up** when finished.
All fields with * are required.

* First Name	Middle Name	* Last Name

Mobile Phone	Language Preference
	English ⌄

* Password	* Verify Password

* E-Mail Address	* Verify E-Mail Address

Street Address 1	Street Address 2

City	State	Zip Code
	Kentucky ⌄	

Question	* Answer
In what city were you born? (Enter full name of city only) ⌄	

Question	* Answer
What was the name of your first pet? ⌄	

Cancel   Sign Up

In addition, you should also complete the following fields, which are ***required by KASPER***. If you leave them blank here (which KOG will allow), **you will be required** to come back and complete them later before you can access KASPER, so it is best to do so now.

- Mobile Phone
- Street Address
- City
- State
- ZIP Code

2.1.2.1 Choosing A Password

- Passwords must be at least 8 characters in length and contain at least number, one lower case letter, and one upper case letter.
- Passwords may not contain more than 3 consecutive characters from your email address.

2.1.2.2 Security Questions

Select two security questions from the drop down box, and enter the answer to each question. It is very important to complete the security questions – and to remember how you answered them. The answers to these security questions will be used to verify your identity in the event that you lose/forget your password or your account expires. Answers to the security questions are **not** case sensitive.

Complete all fields and click the **Sign Up** button. The confirmation screen shown below will be displayed.
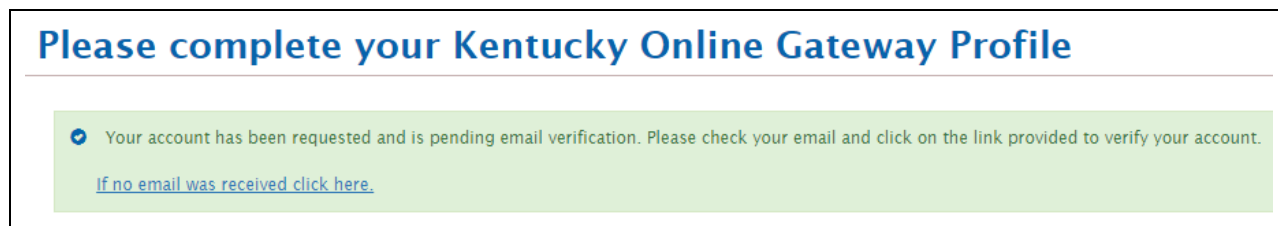
2.1.3 E-mail Confirmation

An automated e-mail will be immediately sent to the e-mail address you provided on the User Profile form. When you receive and open the e-mail, click the link included in the e-mail. *You must click on the link shown in the e-mail within four hours to complete the verification process or your account request will be deleted.* If this happens, you will have to begin the registration/verification process again.

Sample e-mail message:
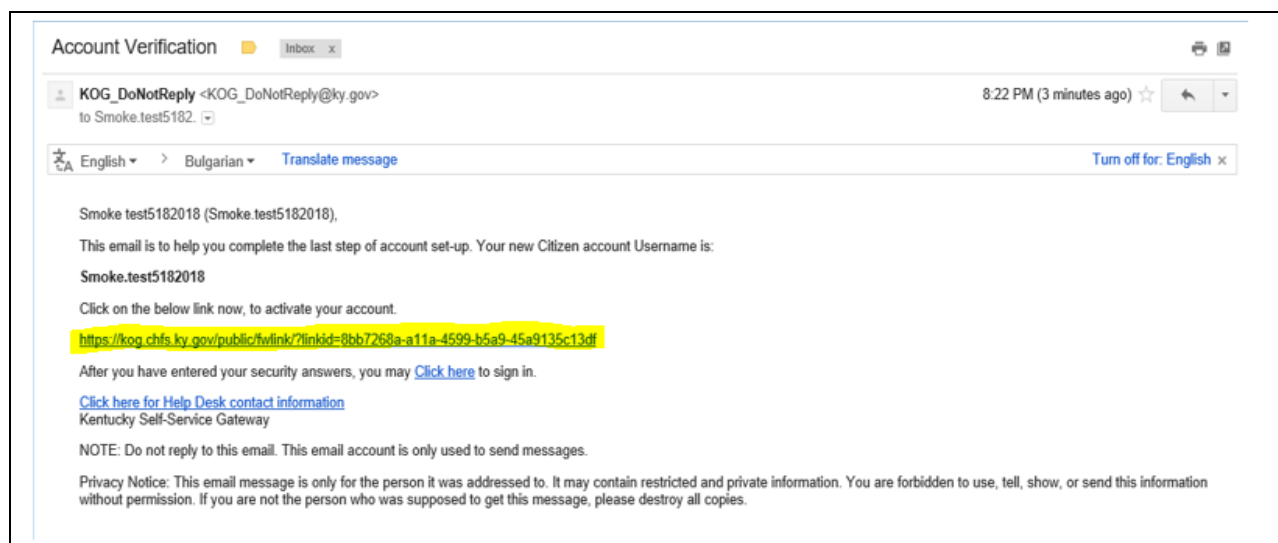
When you click on the link in the automated e-mail, the screen shown below will be displayed. Enter the answers to your two security questions, **exactly as the answers were entered on the User Profile Form,** and then click the **Verify Account** button. This is the only time the link in the automated e-mail will work. From this point forward you must use the following URL to access KOG: https://KOG.chfs.ky.gov/home/default.aspx

2.1.4 Mobile Phone Number Registration

If you provided your mobile phone number at the account creation screen, you will be prompted to register the mobile number for KOG account communications. If you want to register your mobile phone number click the **Send Passcode** button next to the number you provided during registration earlier, which will be pre-populated in the "Enter Mobile Phone" field.

> *If you would prefer to skip mobile registration at this time, please click the **Skip and Continue** link and you will get the message "Your account has been successfully created". Click on the **Continue to Logon** link, where you will be returned to the Kentucky Online Gateway home page and you will log in as a citizen with the account information you created.*

You will receive a text message on your mobile device containing an 8-digit code. Enter the code received in the "Enter Passcode" field and click the **Validate & Verify** button.

You will now receive a message notifying you that your mobile device has been successfully validated and your account has been created.

2.2 Forgotten Username or Password

If you forget your Kentucky Online Gateway username or password, follow these steps:

1. In your browser, go to https://KOG.chfs.ky.gov/home/default.aspx to access the Kentucky Online Gateway login page.

2. Click on Forgot Username? Or Forgot/Reset Password? to get help with these issues.

3   KASPER Onboarding Procedure

Important: You should not attempt to complete this process until the April 30, 2019 go live date! Prior to that date this onboarding functionality will not be available.

3.1   Special Instructions for Onboarding Institutional Master Accounts

This section applies to existing KASPER Institutional Master Account holders only! It does not apply to APRN, prescriber, pharmacist, law enforcement, judge or regulatory agency account types. If you want to create a **new** KASPER Institutional Master Account, please contact the KASPER administrator at eKASPER.Admin@ky.gov for the appropriate forms and instructions.

If you are onboarding an existing KASPER Institutional Master Account, please use the following values as you complete the "missing" KASPER information as instructed in **Section 3.7 Missing KASPER Information Page**.

- For Area of Work select "Institutional Master Account"
- For Specialty select "Institutional Master Account"

3.2   Log Into Your KOG Account

If you have not yet established your KOG account please follow the process in Section 2 Kentucky Online Gateway Account Registration.

Once you have completed KOG registration, you can associate your KOG account to KASPER by following these steps.

In your browser, go to https://ekasper.chfs.ky.gov to access the KASPER website. You should immediately be redirected to the Kentucky Online Gateway login page, unless you are already signed into KOG in your current browser session. You may wish to bookmark this URL or add it to your browser favorites to simplify future KASPER access.
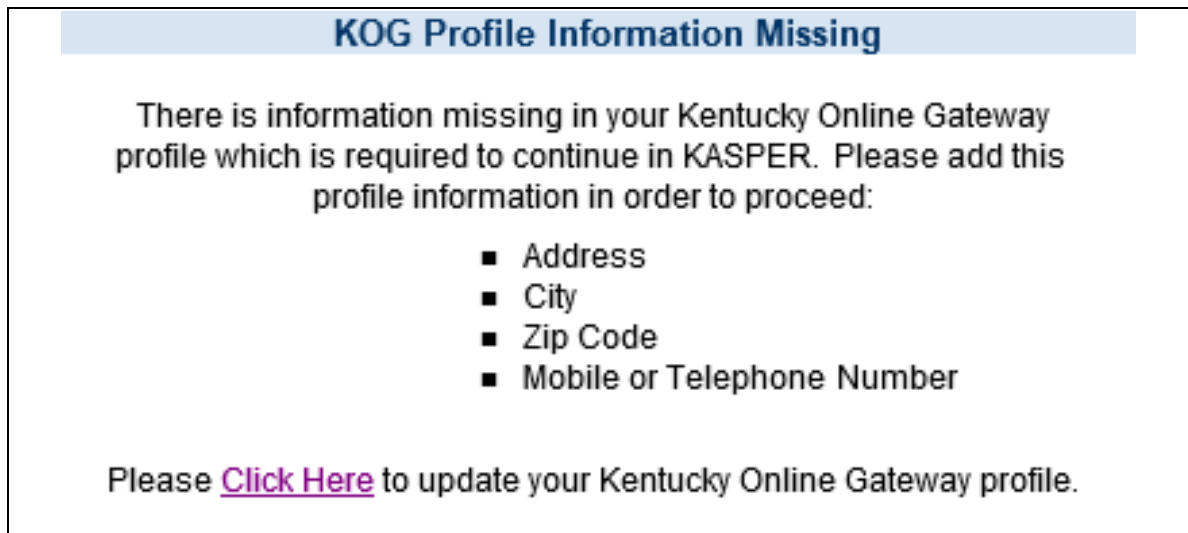
On the left side, enter your KOG account name and the password, and click **Log In**. You will be sent to KASPER automatically if you began with a KASPER URL (browser bookmark). If not, you will see "KASPER" on your My Apps page and simply click it to go to KASPER.

3.3 Provide Missing KOG Information Needed by KASPER

As noted before, some fields are required by KASPER, but not by KOG. If you did not complete any of these fields during KOG account registration, KASPER will require you to go back to KOG and supply them now. This is required in order to proceed to KASPER.

If you are shown the screen below, click the link to return to KOG and be sure to complete the information which was listed as missing, and then click "Back to Application" to return to KASPER.

- Street Address
- City
- State
- ZIP Code
- Phone Number (typically mobile)

KOG Profile Information Missing

There is information missing in your Kentucky Online Gateway profile which is required to continue in KASPER. Please add this profile information in order to proceed:

- Address
- City
- Zip Code
- Mobile or Telephone Number

Please Click Here to update your Kentucky Online Gateway profile.

3.4 Complete the KASPER Onboarding Process

The first time you arrive at KASPER while logged into a KOG account, you will be asked to provide your old KASPER User Name and Password. **This is required to associate your KOG account to your old KASPER account, and only needs to be done the first time you come to KASPER from KOG. Once the onboarding process is complete, you will access KASPER via KOG only and will no longer need your old KASPER user name or password.**

If you already have an existing KASPER account:
- Enter your KASPER **User Name** and **Password** (these are the same old ones you used prior to having to logging in using KOG) and click **Submit**. If the user name and password are found in the old login system, your KOG and KASPER accounts will be linked and you will never have to enter your old KASPER login credentials again.
- If you have trouble here, e.g. you have forgotten your old KASPER user name or password, contact the KASPER Help Desk at eKASPERHelp@ky.gov or 502-564-2703.

If you do not have an active KASPER account already:
- If you are to be a Master Account Holder, click the Request a KASPER Account link to go through the full KASPER account request process, which requires providing professional credentials and license information, and printing and mailing the resulting application forms to KASPER for account verification.
- If you are to be a Delegate and received an invitation from a Master Account Holder (i.e. you clicked a link in an email from KOG to initiate this process), click the Request a KASPER Account link on this screen to complete your KASPER account registration.
- If you are to be a Delegate to a Master Account Holder, and you have not already been invited by a Master Account Holder, **do not proceed!** You must wait for an invitation from at least one Master Account Holder in order to complete the onboarding process.

3.5 KASPER Account Taken

Account Request Onboarding

KASPER - KOG Onboarding

If you already have a KASPER account, please enter your KASPER account name and password below.

This is only required this first time you are coming to KASPER from KOG.

The KASPER account whose credentials you entered has already been associated with a different KOG account and is no longer available or multiple KASPER accounts were found for this User Name.

If you have questions, please contact the KASPER Help Desk at ekasperhelp@ky.gov. or by phone at (502) 564-2815.

KASPER User Name: [   ]
KASPER Password: [   ]

[Submit]

If you do NOT already have a KASPER account, please click the link below to begin the account request process.

Request a KASPER Account

If you enter the login credentials of a KASPER account which has already been associated with another KOG account, you will need to contact our help desk to resolve the matter. Please contact the KASPER Help Desk at eKASPERHelp@ky.gov or 502-564-2703.

3.6 Account Request In Process

Account Request In Process

You already have an account request in process. Please wait for the process to complete, upon which you will receive an email with further instructions.

If you need to print your access request application again, click the print button below.

If you have questions, please contact the Office of the Inspector General at (502) 564-2703 and reference Request ID # **87525**

[Print My Application]

If you attempt to log in before your KASPER account registration has been approved, you will see the above page. You will not be allowed to use any KASPER functionality until your KASPER account has been approved.

3.7 Missing KASPER Information Page

Once you have successfully associated your KOG account with either an existing or new KASPER account, you will then be asked to supply a few additional fields as a final step in the onboarding process. Complete these fields and click the **Submit** button and you will then be taken to KASPER with full access. Please note there are expanded areas of work and specialties from which Master Account Holders may select. Please take time to review all the options and select those that are the most accurate for your profession and primary specialty area.

> *Note: Area of Work and Specialty selections will only appear for Master Account Holders, not Delegates.*

3.8 Delegate Access Request

If you are a Delegate who came to KASPER from an invitation from a Master Account Holder, and you did not have an existing KASPER account and clicked the Request a KASPER Account link above, you will be shown this screen and must enter all the required fields and click the **Submit** button. At that point you should have access to KASPER.

3.8.1 Uninvited Delegates

Delegates can complete the onboarding process, but cannot access KASPER until they have been invited by at least one Master Account Holder to serve as a delegate. If you are a delegate in this situation, tell the appropriate Master Account Holder(s) to send an invitation to your KOG account from the KOG website (refer Master Account Holders to **Chapter 4** for complete instructions).

3.9 Onboarding Complete

Once you complete all applicable steps above, you should see the KASPER Terms and Conditions page as usual, and be able to access all authorized KASPER functionality once you click the **I accept** button.

> *Note: The text below is a sample and may differ from what you actually see based on your account type.*

Terms And Conditions For Authorized Use Of Kasper

This website contains protected health information and is intended only for an authorized individual or entity. Such confidential information is legally privileged and exempt from disclosure under applicable law. If you do not have authorization to handle protected health information, you are notified that any inappropriate dissemination, distribution or copying of this information is strictly prohibited. The terms of this disclosure are governed by 45 CFR Parts 160 and 164 as well as KRS 218A.202.

  Sharing passwords and usernames is expressly prohibited. I understand that if I grant authority to another person to utilize this website on my behalf, I am accepting full responsibility for that person's use of the information obtained.

  I also agree to notify the Office of the Inspector General at (502) 564-7985 of any misuse of information contained in the website.
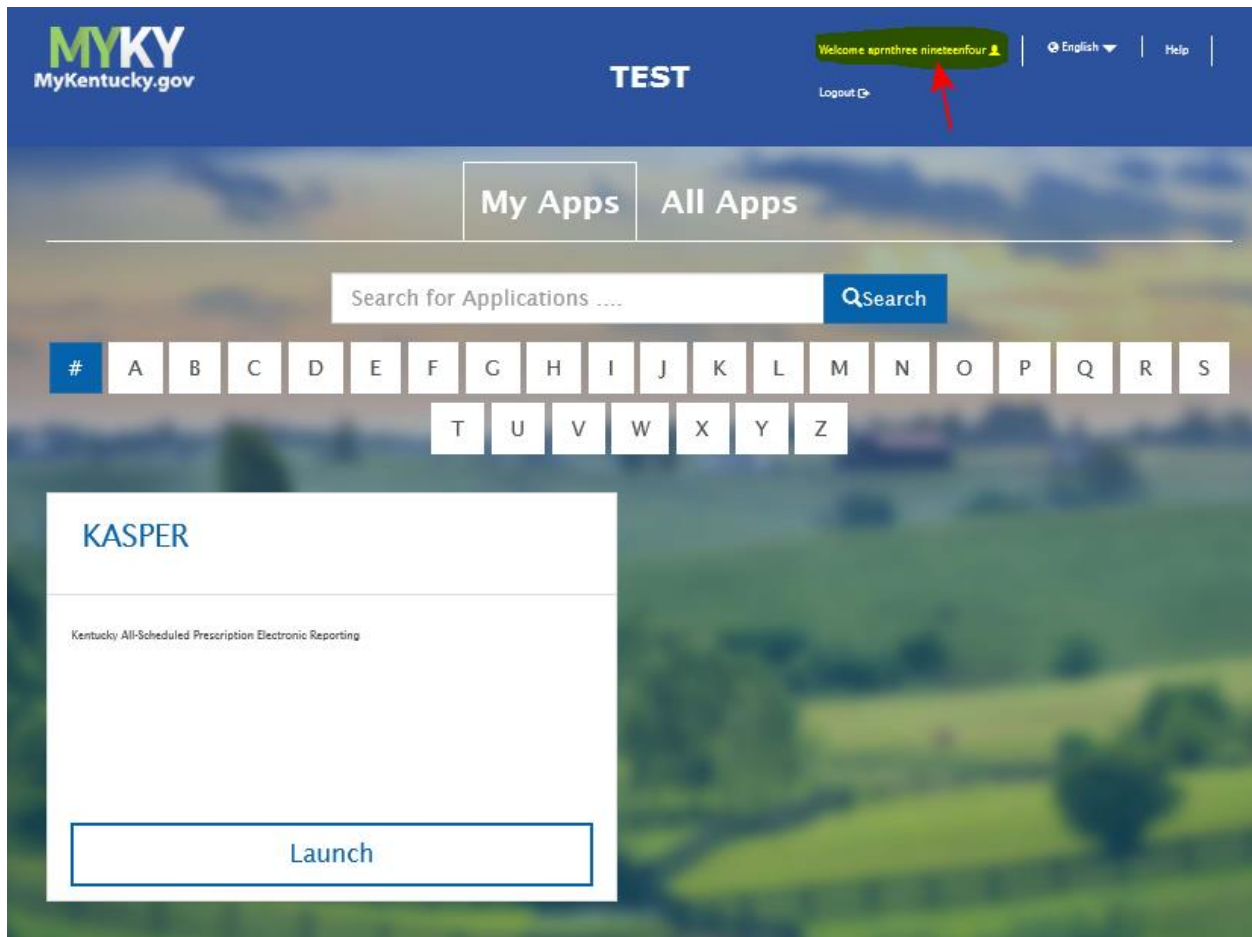
[I accept]   [Cancel]

4 Delegate Management

4.1 Inviting Delegates

> **Note: This section applies only to Prescriber and Pharmacist Master Account Holders.**

All Master Account Holders must re-invite their delegates by going through the steps below in KOG. This cannot be done in KASPER as in the past, it must be done in KOG.

Log onto your KOG account by going to https://kog.chfs.ky.gov/home. Do NOT go to KASPER. Click on your user name in the upper right, which opens **Account Management** in a new tab.

Click on **My Delegations**.

Enter the name or email address (partial or full) under "Choose a user to invite" and click **Search**.

In the search results window that appears, click the delegate you wish to invite so that row highlights, and then click **OK**.

If you can't find the delegate, or if you know they do not yet have a KOG account, you can instead enter their first name, last name and email address below the **Search** field, and they will be able to create a KOG account when they follow the instructions in the invitation email.

> *IMPORTANT: You must provide the exact email address which the delegate will use when creating their KOG account!*

Once the delegate's name and email are in the form, check the **Select** box for the role you wish to delegate and click **Delegate Roles**. You should be shown a success confirmation message.

4.2 Pending Delegations

Pending delegations are invitations which have been sent, but which have not been completed by the invited delegate. By clicking on **Pending Delegations** you can see any pending delegations and can elect to delete them by clicking on **Delete** for the appropriate delegate. This action effectively uninvites that delegate, making the invitation they received unusable.

4.3 Manage Delegated Users (Removing Delegates)

If you need to remove a delegate's access to KASPER, click on **Manage Delegated Users**.

For each delegate you want to remove, click the **Manage** button which will highlight the entire row, and then check the **Select** box for the delegated role and click **Remove Roles**.

4.4 Delegate Email Invitations
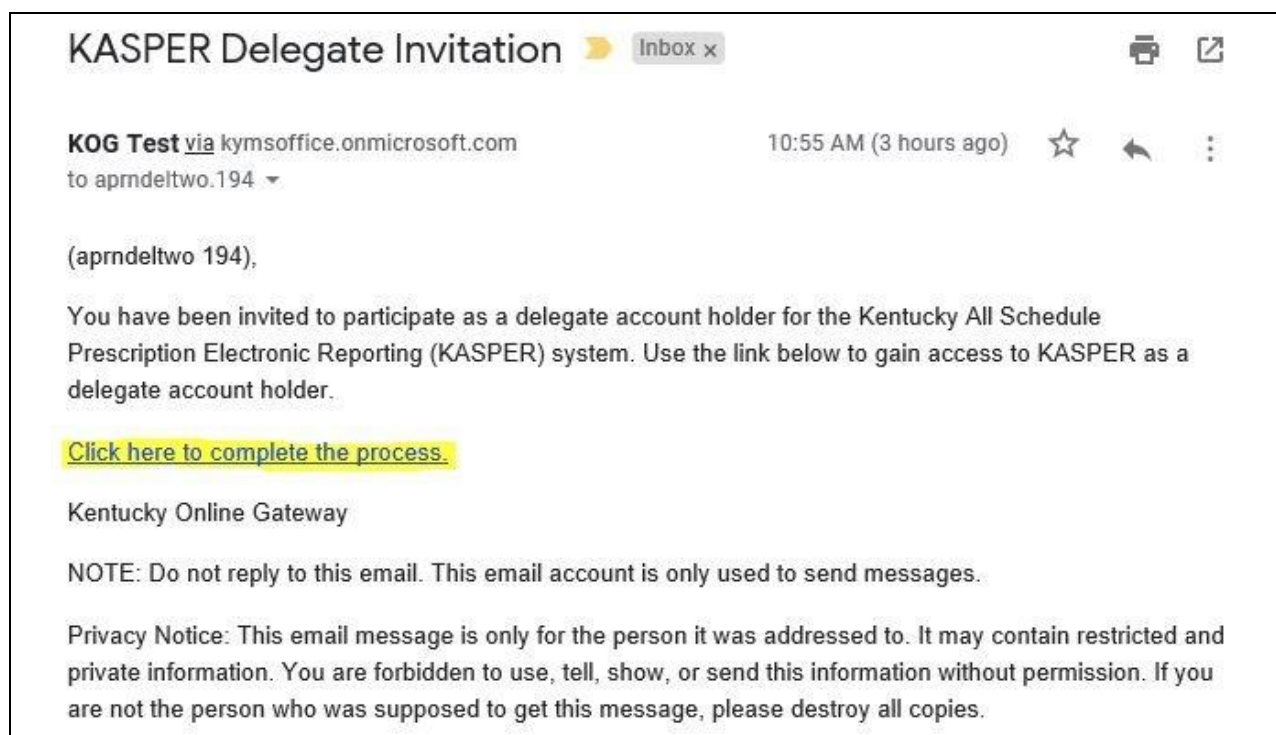
If you are a delegate and receive an invitation from a Master Account Holder, you only need to click on the Click here to complete the process link in the email as shown above, and then either log into KOG or create a new KOG account as described above in Chapter 2, and then proceed with the steps for onboarding as described above in Chapter 3.

5   KASPER Support Contacts

5.1 KASPER Help Desk

Contact the KASPER Help Desk:

      Email address: eKASPERHelp@ky.gov
      Phone: 502-564-2703

5.2 KASPER Program Support

Contact the Drug Enforcement and Professional Practices Branch:

      Email address: eKASPER.Admin@ky.gov
      Phone: 502-564-7985
      Address: Drug Enforcement Branch
                      275 East Main Street, 5E-D
                      Frankfort, KY 40621